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Docket No.: SBL0002US

May 3, 2004



MAIL STOP NON-FEE AMENDMENT
COMMISSIONER FOR PATENTS
P. O. Box 1450
Alexandria, VA 22313-1450

Re: Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770
Examiner: Quynh H. Nguyen
Docket No.: SBL0002US
Filed: March 31, 2001
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate); and
- (3) Response To Non-Final Office Action (12 pages).

- ☒ No additional fee is required.
☐ The fee has been calculated as shown below:

CLAIMS AS AMENDED

	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>	Additional <u>Fee</u>
Total Claims	32	Minus	32	=	0	x \$ 18.00	\$ 0.00
Independent Claims	3	Minus	3	=	0	x \$ 84.00	\$ 0.00
<u>Total additional fee for this Amendment:</u>							\$ <u>0.00</u>

- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☐ Please charge our Deposit Account No. 502306 in the amount of \$ 0.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

Total: \$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 3, 2004.

D'Ann Naylor Rifai
Attorney for Applicants

5/3/04
Date of Signature

Respectfully submitted,

D'Ann Naylor Rifai
D'Ann Naylor Rifai
Attorney for Applicants
Reg. No. 47,026

RECEIVED

MAY 07 2004

Technology Center 2600